

Application for limited proceeding in Highlands County by

HC Waterworks, Inc.

4/14/22

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COMMISSION CLERK

DOCKET NO. 20210184-WS

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LAKE PLACID, PA 33852

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CUSTOMER COMMENTS

I have found HC Waterworks a poor excuse for a water company. The communication between the customer service + ground crew is very poor. Customer service does not follow thru with complaints until customer is very upset - only to find a mistake was made by HC Waterworks. Has NO consideration for Public Health - shutting off water with NO notice while the water in the lines was safe, I drank some, mirrored, because I have COVID at the time. I later understood it was a "Planned Shut down" - Why were we not notified they were shutting off water all day (on a Saturday) caused alot of problems! I really hope we could have a whole NEW WATER COMPANY. This owe is ~~not~~ LETHAL.

They should be FINED INSTEAD OF "REWARDED"!!

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 Sharon Dougan
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